



Carhartt is the original US workwear brand that has been creating high quality workwear since 1889 to serve and protect hardworking people. Our products are robust and excel in durability, comfort, functionality, fit, and styling. Customers and craftsmen appreciate our products and have often been fan of our legendary American brand for many years. Our products can be used for many (professional, crafts and active outdoor) activities and can be worn during and after work.

For our IT team, Carhartt EMEA/PAC is now looking for a new team member:

System Technician

The primary responsibilities of the System Technician are to ensure the continuity and functionality of the IT infrastructure and to provide help desk support to the Carhartt EMEA/PAC users. This position resolves issues in a timely manner, contributes to departmental projects and provides an efficient channel of communication between users and IT. The System Technician reports to the Sr. Manager of Technical Support – Technology Support, located in the US.

Duties and Responsibilities:

- Serve as primary point of contact for IT support for the European offices, inclusive of onsite and remote associates as well as associates working internationally.
- Responsible for continuity and optimal functionality in all IT systems and infrastructure.
- Demonstrate expertise in all types of laptops or mini PC's, telephones, cell phones and Audio-Visual equipment, peripherals, and desktop infrastructure interfaces.
- Work to restore normal service quickly to all system interruptions and reduce any adverse impact on Carhartt's business. Analyze and identify system and process problems to reduce the reoccurrence of a problem. Analyze problems looking for trends, always keeping management informed of problem areas.
- Monitor and diagnose basic computer or electronic equipment problems and make repairs, or report information according to procedures via a ticketing system; may repair or replace defective parts and/or contact vendors to arrange for onsite and depot repairs.
- Work with other teams to manage the execution of projects where desktop changes are required.
- Establish direction for improved desktop support using the latest technology tools and best practices.
- Stay up to date with the most recent desktop technologies and system applications (O365, Windows 11 and Mac).
- Install, configure, and upgrade PC's, laptops and related equipment diagnosing and troubleshooting both common and unusual hardware and software problems, perform preventive maintenance on the organization's PC equipment, install required software patches and ensure the connectivity of PCs, laptops and other computing devices to both the local area network (LAN) and the wide area network (WAN); Set up and maintain locally connected and networked printers.
- Communicate timely status and all relevant project information to appropriate personnel via Incident tracking and reporting software, logging all tasks and keeping all information up to date.
- Provide a professional, courteous and rapid response to all users consistently
- Solve system and application issues and incidents, perform troubleshooting tasks.
- Identifies and records incidents, gathering all necessary information to understand and register problems or requests.
- Prepares hardware for use by (new) associates.

- Monitors the tickets mailbox (Carhartt ServiceNow), handling incoming incidents requests and questions, providing (user) support in the office environment (desktops, laptops etc.) and for systems and applications.
- Is in daily/weekly contact with the Global IT team regarding systems maintenance and issues.
- Enters issues, questions and events into ServiceNow (IT self-service portal) if not already done by the associate and assigns to the correct level of support if needed.
- Assists company users with the use of applications such as Office365, Teams, SharePoint, Outlook, Excel, RingCentral, Ronspot, etc.
- Understands the key role of the department and related sense of urgency; works well under pressure and can conduct himself accordingly. Demonstrates professionalism and remains focused on the issue at hand.

What do you bring to the table?

- A minimum of MBO4 level or higher in Informatics or a comparable study and/or related years of practical experience.
- Minimally 3 years of working experience in a related (IT) environment and/or team with comparable tasks and responsibilities, preferably in an international working environment.
- Knowledge of Intune and Azure.
- Knowledge of Microsoft applications (Office 365, Excel).
- Multi-tasking abilities.
- Strong diagnostic skills.
- Ability to handle stressful situations in a composed and professional manner.
- Excellent level of verbal and written communication skills (business) English required in view of daily/weekly contacts with IT teams Carhartt US; strong customer service skills.
- Willing to sometimes work weekends/evenings for testing purposes.

What do we have to offer?

Carhartt is a family-owned company for over 135 years now and stands for transparency, honesty, authenticity, and respect. The Carhartt EMEA/PAC team currently consists of around 85 associates. We offer a 37-hour week, a hybrid way of working, a strong employee benefits package, 25 leave days per year. We supply you with home office equipment in case you would like to work from home for part of the (hybrid) workweek. Finally, we have a great EMEA team that we would like you to join in our beautiful office in Amsterdam-Oost!

Employee Benefits:

Salary range for this role: € 3.700,= – € 3.950,= gross per month, depending on level of expertise and background. We offer a performance-based bonus, non-guaranteed, based on (global) company/team/individual annual goals. We start with a 7-month contract, followed by a 1-year contract. We do not offer sponsorship for this role.

Application process

We will (only) contact candidates with a suitable background (see entry requirements) and potential match for this role who live in the greater Amsterdam area. Please apply with your CV (Resume) and motivational letter. The first interview will be online (via Teams), the second interview will take place at our office.



Interested? We would like to hear from you!

Please apply via LinkedIn Recruiter.